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May 10, 2007

Mr. Christopher Koller
Health Insurance Commissioner
Office of the Health Insurance Commissioner
233 Richmond Street, Suite 237
Providence, Rhode Island 02903-4237

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**Health Insurance
Commissioner**

Dear Commissioner Koller:

Per our recent conversation, I am writing to update you on three initiatives of UnitedHealthcare.

Provider Reimbursement

We will introduce a physician fee increase for both Medicaid and commercial products effective September 1, 2007. This reimbursement strategy is specifically designed to recognize the value and contributions of the primary care physicians in RI. We will send letters to the physician community in early June informing them of the details. These rates will align us with prevailing reimbursement rates for similar services in this market.

Provider Service

We are committed to providing quality service to the provider community. As part of our commitment, we are creating a new position of Provider Service Ombudsperson, which will reside in our Warwick office. The Ombudsperson will be a point of contact for Rhode Island physicians and providers who have experienced dissatisfaction with their service experience and want to speak to someone locally. The Ombudsperson will have the experience, training and authority to help resolve most provider issues and will be well-versed in Rhode Island issues and processes.

Also, as part of our commitment to quality service for the provider community, we have just introduced an improved provider service model in Rhode Island that is designed to provide more timely resolution of escalated provider issues. The goal of our rapid resolution initiative is to resolve provider issues on the first call or to direct them more efficiently to the appropriate business area for resolution. This model will be available for network and non-network providers and for commercial and Medicaid lines of business.

Community Investment

UnitedHealthcare remains committed to investing in projects that are important to the Rhode Island health care community. We will consider important initiatives such as The Rhode Island Quality Institute and the development of electronic medical records in the state. Due consideration will be given to aligning support with investments made by other health plans, hospitals and other health care providers based on community priorities and the opportunity to maximize measurable impact.

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UnitedHealthcare is committed to Rhode Island and to being a strong member of the local community. We look forward to working with you and our other constituents on the many important health care issues being discussed in the state.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Farrell", written over the word "Sincerely,".

Stephen J. Farrell
Chief Executive Officer

c. Brian Stern
Stephen Johnston
Susan Rodriguez